



HOLIDAYS

Dial-A-Ride will not operate on these holidays:

Independence Day

Labor Day

Columbus Day

Veteran's Day

Thanksgiving

Christmas

New Year's Day

Martin Luther King

President's Day

Good Friday

Memorial Day

RULES OF THE ROAD

- In the event of bad weather, Curtin will act in consultation with the Town to determine when it is unsafe to provide service. Riders will be contacted by phone and announcements will be made on WITC and Channel 3
- All passengers are required to use seatbelts. There are no exceptions.
- Drivers can not make unscheduled stops.
- Tipping is NOT permitted
- Ride privileges can be suspended for violent, disruptive or illegal behavior. Rides can also be suspended for excessive cancellations or no shows.
- Dial-A-Ride is not provided to residents of long-term nursing or assisted living facilities.

WEST HARTFORD DIAL-A-RIDE SERVICE

A Transportation Service for West Hartford Residents Aged 65 & older or
Persons with a Qualified Disability.



Reservations:
1-855-WH-RIDES
(1-855-947-4337)
(203-753-4191)
Monday - Friday

Town of West Hartford
Department of Social Services
50 South Main Street Room 306
West Hartford, CT 06107
860-561-7561

Welcome to West Hartford DIAL-A-RIDE (DAR). DAR provides transportation assistance to **West Hartford Residents who are age 65+ OR have a qualifying disability**. A doctor's certification is required for persons under 65.

MEMBERSHIP YEAR - July 1 - June 30

ANNUAL ADMINISTRATIVE FEE - \$50 per year (July - June)

- \$35 pro-rated for members joining after April 1st

APPLICATION - Applications can be downloaded from our website or requested by calling the Social Services office at 860-561-7561.

RENEWAL - Renewal notices for existing members are sent in May for a July 1 renewal. A new application and \$50 must be submitted every year to remain an active member.

TRIP LIMITS - Members are given a maximum of three (3) round-trip rides per week. Priority is given to medical appointments.

HOURS - Dial-A-Ride operates 9 am - 4 pm Monday - Friday. First pickup is at 9 am and last pickup is at 3:30 pm.

RESERVATIONS - Can be made by calling 855-947-4337 Monday - Friday 9:00 am - 3:00 pm. Members should be ready 20 minutes prior to scheduled pick-up time to avoid delays.

CANCELLATION - 24 hours notice is expected when canceling a reservation. Repeated no-call/no-show could result in a cancellation of membership.

COMPANION/AIDE - Riders who need assistance ambulating must provide their own aide. These aides will be permitted to ride ONLY AFTER completing an aide application which includes a waiver form signed by the rider's physician indicating that the aide is necessary to participate in the program.

***For ongoing medical appointments (dialysis, chemotherapy etc.) please contact us about the MAP program.**

MEDICAL FACILITIES

DAYS SERVED

Hartford Hospital &
85 Seymour Street Area

M, T, W, TH, F

St. Francis/Mt. Sinai Area

M, T, W, TH, F

Farmington - UConn Health Area
(Talcott Notch, South Road etc.)

M, W, F

Bloomfield, Cottage Grove
Northwestern Dr., Jolly Road

T, TH

Newington VA

Call for Service Schedule

Members can schedule rides for medical/dental appointments up to two weeks in advance. Requests received with less than two days notice prior to your appointment will not be accommodated.

GROCERY

DAYS SERVED

Big Y/ShopRite

Tuesday

Stop and Shop - Farmington

Thursday

Stop and Shop - New Park

Thursday

Grocery trips are scheduled by neighborhood and reservations can be made three (3) days in advance. There is a one (1) hour period to complete your shopping. Shoppers are limited to four (4) bags per household. Drivers can carry groceries to the exterior door of a member's home but can not assist with bringing the groceries inside the residence/building.

SOCIAL/SHOPPING

DAYS SERVED

Elmwood Senior Center

As requested

West Hartford Senior Center

As requested

Westfarms Mall

Alternating Mondays

Medical Appointments and Grocery Shopping take priority over other transportation requests. Rides to other locations within West Hartford (i.e. barber/hair dresser, Blue Back Square, visiting friends/family will be accepted on a space available basis and must be requested a minimum of 24 hours in advance.